



CincyStat Tenets

- ▶ Accurate and timely intelligence shared by all
- ▶ Effective tactics and strategies
- ▶ Rapid deployment of resources
- ▶ Relentless follow-up and assessment

SBU Main Page and Hotline: (513) 352-4900

Sewer Backup? Call us FIRST at: (513) 352-4900

Welcome to the Sewer Backup Response Program



WHAT WE DO

The Sewer Backup Response Program (SBU) provides services to customers of the Metropolitan Sewer District (MSD) who experience sewer backups.

The SBU Program provides:

- **24/7 customer service** at (513) 352-4900. Use this number to report a sewer backup into your home or business, even if you aren't sure what caused the backup.
- **Free cleanup assistance** for property owners, if the public sewer system caused the backup.
- **Payment of damage claims**, when eligibility criteria are met.
- **Protection from future sewer backups** when the problem is caused by lack of sewer capacity.

Through the SBU Response Program, MSD serves as a good steward of our community and the environment.

CONTACT THE SBU PROGRAM

Report a sewer backup, 24 hours a day, 7 days a week

(513) 352-4900 or

[Report a sewer backup online](#)

Get information about sewer backup prevention

(513) 352-4292

Get help filing a claim

(513) 771-5246

SBU Ombudsman with the Legal Aid Society of Greater Cincinnati

(513) 362-2801

Online Email Form

Home \ Report a Sewer Backup

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Report a Sewer Backup

IMPORTANT INFORMATION ABOUT REPORTING YOUR SEWER BACKUP ONLINE!!

MSD representatives monitor online sewer backup reports from 7 a.m. until 8:30 p.m. every day, 7 days a week. If you submit an online sewer backup report after 8:30 PM, MSD will not receive your request until 7 AM the next day.

If you would rather not wait until morning, you can receive service for a sewer backup during these overnight hours. Please phone MSD at 513-352-4900 to speak with an MSD representative.

Please provide your "Contact Information" below.
Email is not required, but it is helpful!

Contact Information

First Name

Last Name

Street Address (Number and Name)

City

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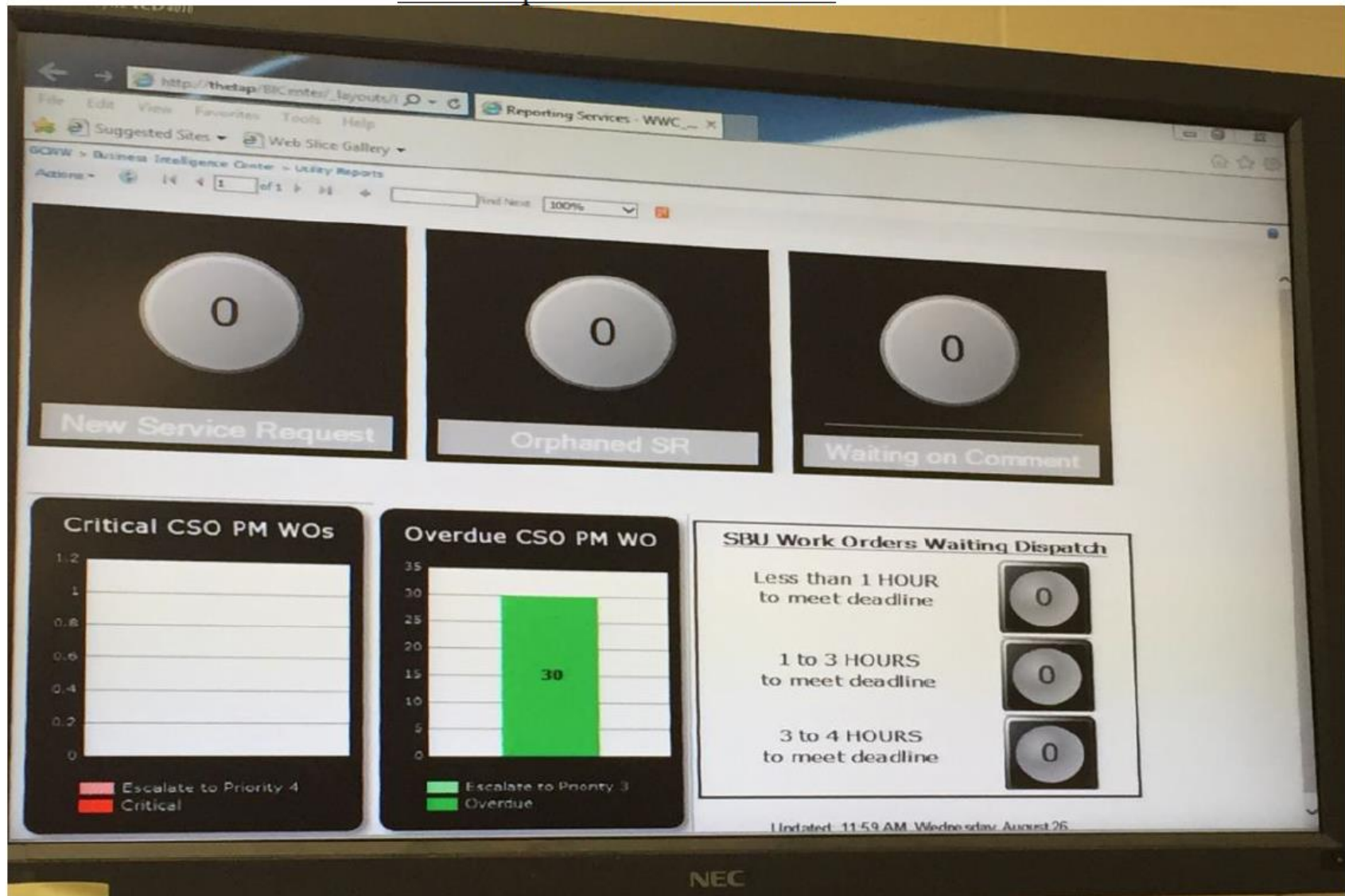
Get help filing a claim

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MSD Dispatch Center Dashboard



SR #5852 Residential Pump Problem, 161... +

msd-gisserver1/Cityworks/Default.aspx

Cityworks DOMAIN INBOX New Request New Work Order New Inspection Reports Charts/KPI's Asset Search Search...

Request View Save New

C/ IS B/U IN F/ DRAIN. JUST PURCHASED HOUSE. DOESN'T KNOW IF PUMP IS ALARMING OR ON. C/ THINKS PUMP RUNS

Incident Information

Address: 1611 FLORA AV

Apt #: City:

State: OH Zip Code: 45231

Municipality: North College Hill CNAS: MOUNT AUBURN

Sewer Shed ID: 274 24hr Rainfall: 0 - <2 mo. - 24

Callers

Last Name	First Name	M.I.	Call Time	Caller Type
REECE	ELIZABETH		8/26/2015 11:38:26 AM	RES

Related Work Activities

Work Orders

WO Template: Residential Pump Problem Proj. Start Date:

Submit To: Work Group:

Priority: Emergency Create

Id	Description	Priority	Status	Submit To
142383	Residential Pump Problem Investigation	5	WSCHD	

Dispatch Tools

Work Orders Vehicles Toggle Advanced Tabs

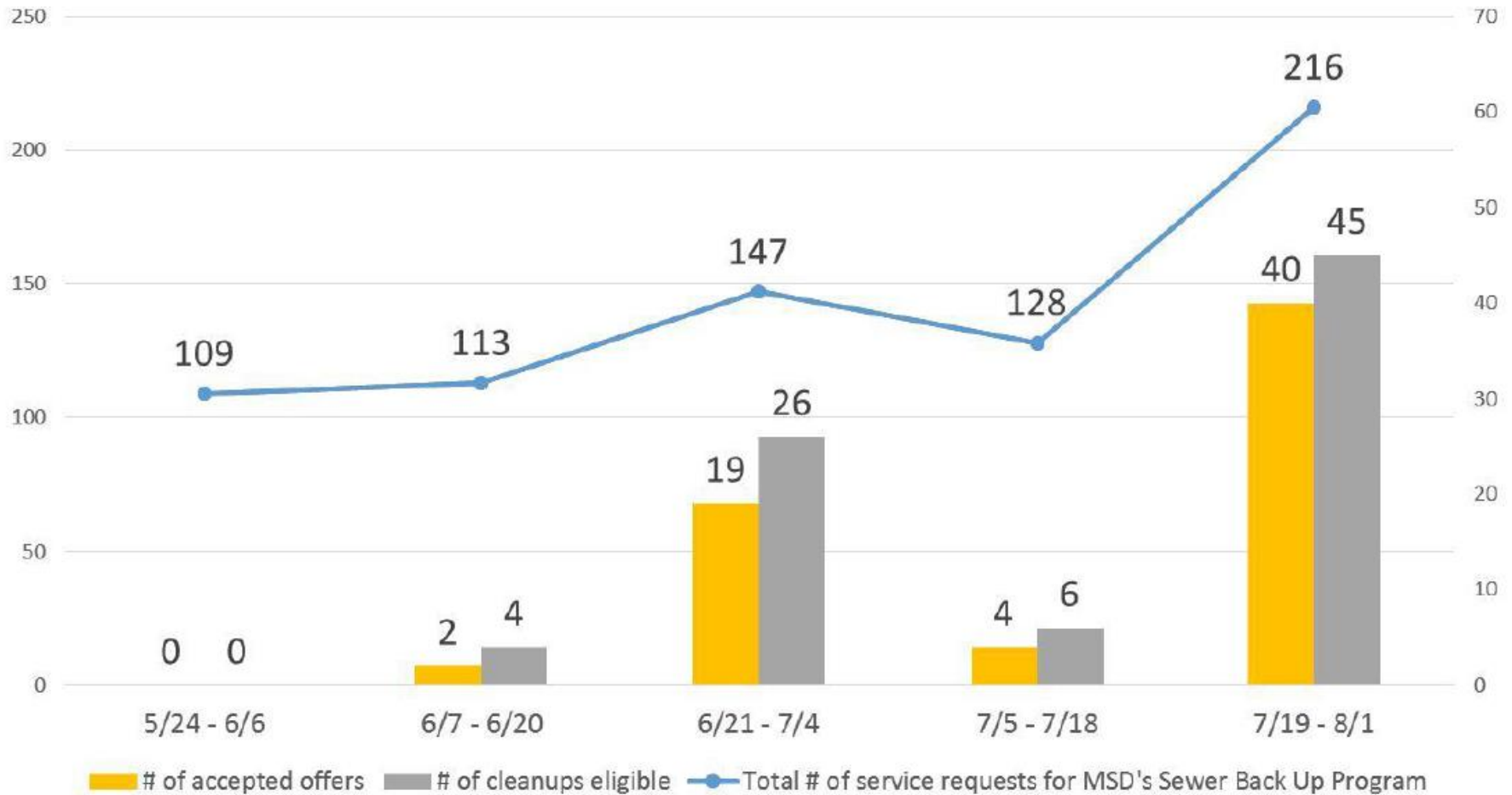
Default Query Zoom to WO WO Details Dispatch WO WO Dispatch Vehicle: 20891

WorkOrderId	Address	Description	Distance	Priority	Start Date	Start Date/
142061	532 BOTH BAYS MUST BE FU	CSO PM	0.00	3	08/24/2015	08/24/2015
142053	559 NIGHT CSO	CSO PM	0.00	3	08/24/2015	08/24/2015
141690	551	CSO PM	0.00	3	08/25/2015	08/25/2015
141704	556 WEEKDAYS ONLY	CSO PM	0.00	3	08/25/2015	08/25/2015
132370	444 NIGHT CSO	CSO PM	0.00	3	08/25/2015	08/25/2015
142096	127 NIGHT CSO	CSO PM	0.00	3	08/25/2015	08/25/2015
142062	028 NIGHT CSO	CSO PM	0.00	3	08/25/2015	08/25/2015
142060	505 NIGHT CSO	CSO PM	0.00	3	08/25/2015	08/25/2015
142073	501 NIGHT CSO	CSO PM	0.00	3	08/25/2015	08/25/2015
132392	430 NIGHT CSO	CSO PM	0.00	3	08/25/2015	08/25/2015
142098	024 NIGHT CSO	CSO PM	0.00	3	08/25/2015	08/25/2015
142057	510 NIGHT CSO	CSO PM	0.00	3	08/25/2015	08/25/2015
142065	162	CSO PM	0.00	3	08/25/2015	08/25/2015
142063	110	CSO PM	0.00	3	08/25/2015	08/25/2015
142220	021	CSO PM	0.00	3	08/25/2015	08/25/2015

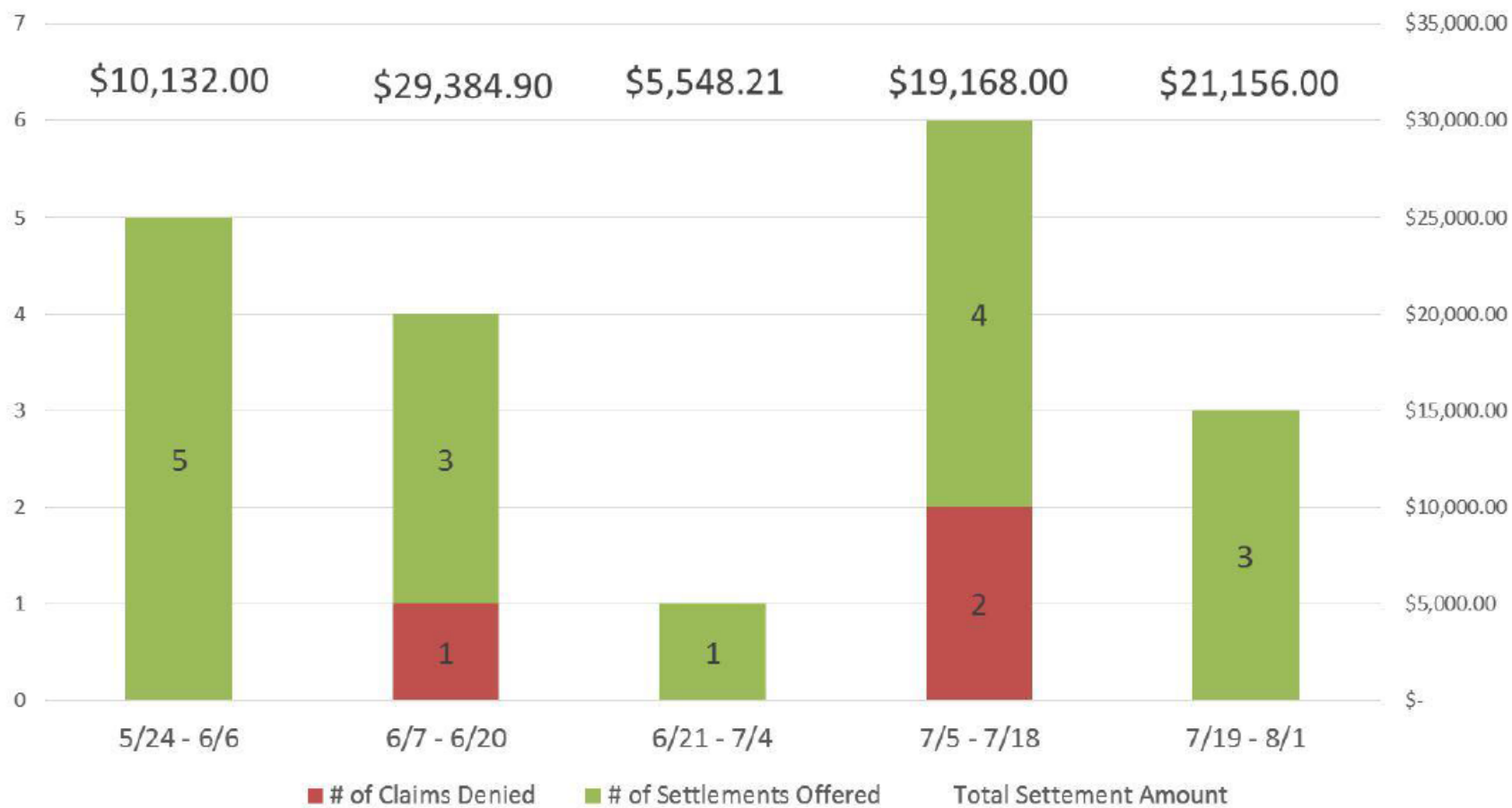
15m 50ft

X: 1433673.19206 Y: 402134.18448

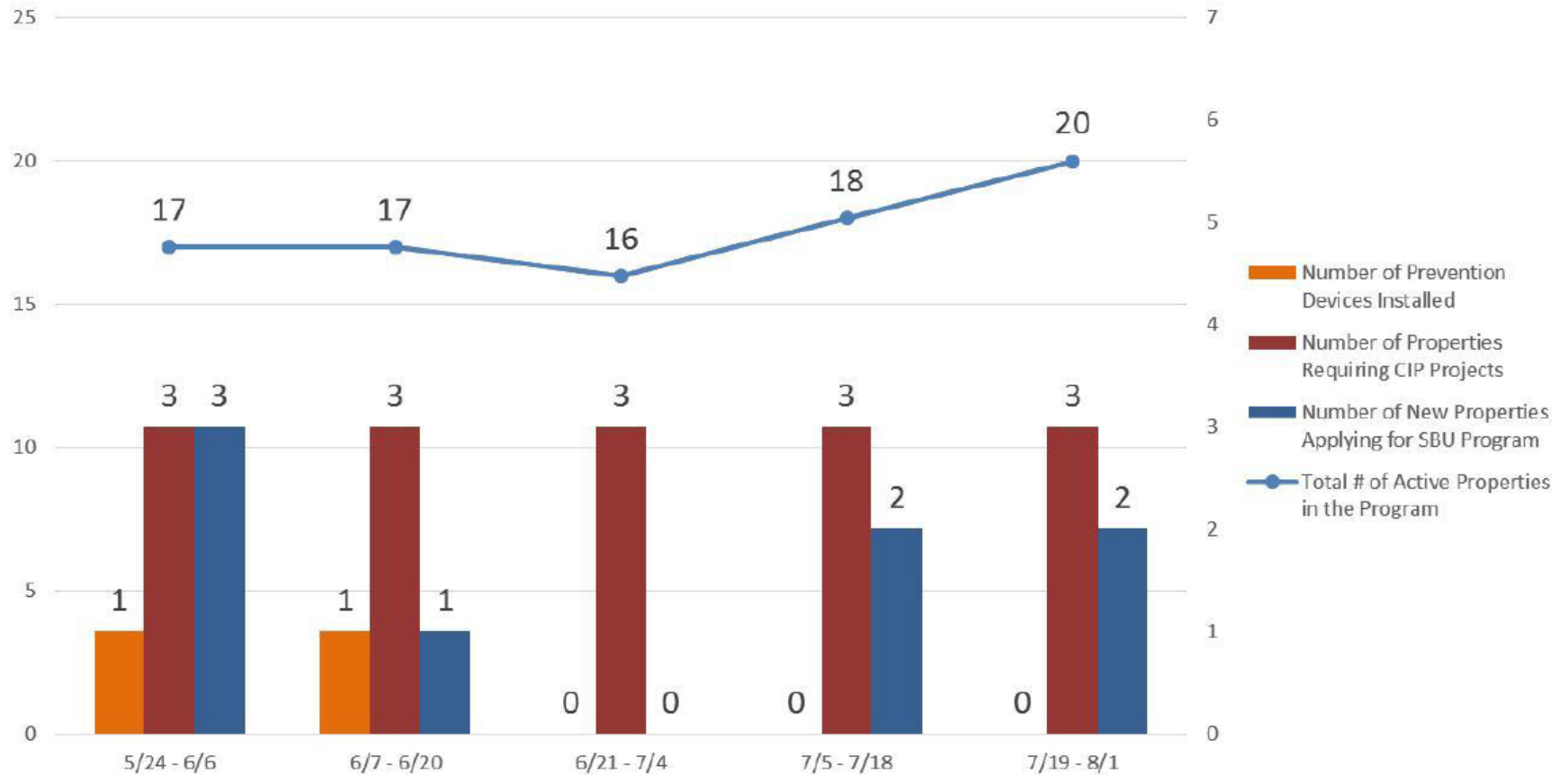
Service Requests & Dispatched Cleanups by Reporting Period



Total Amount of Claims Finalized by Month and Total Settlement

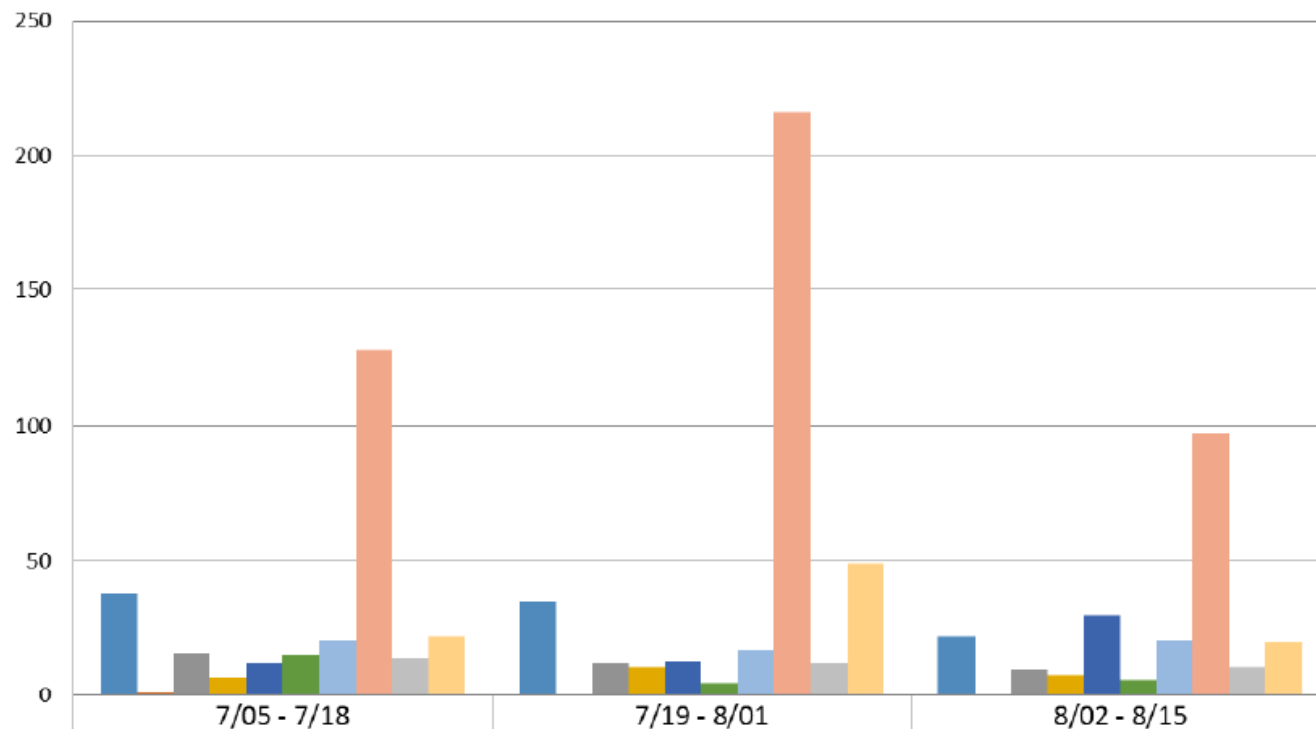


SBU Program Breakdown



MSD Service Requests by Category by Period

Number of Requests



Cave in	38	35	22
Mainline surcharged	1	0	0
Manhole problem	16	12	10
Miscellaneous	7	11	8
Requests from Public Services	12	13	30
Residential pump problem	15	5	6
Sewage surfacing	21	17	21
Sewer back up	128	216	97
Sewer odors	14	12	11
Stormwater management utility	22	49	20